

## General Supervision Update SICC 11-09-06

General Supervision encompasses the variety ways the State Lead Agency for Part C ensures that the provisions of IDEA are implemented in their state.

The State Performance Plan (SPP) helps each state prioritize objectives, establish targets for performance, outline planned activities for reaching the targets, and monitor the progress or slippage on those areas.

Missouri's general supervision system includes a variety of activities and strategies and the process is actually ongoing – not simply focused on monitoring of compliance that is conducted on site on a cyclical basis, although that will be part of the process. Components of the system include:

- Regular data reviews by DESE (monthly) to determine the need for technical assistance, training, or other appropriate strategies to address problems or potential problems.
- Quarterly reports from SPOES which require each SPOE to review their data and provide feedback to DESE on priorities and activities, Corrective Action updates etc. DESE reviews these reports and provides feedback to SPOE.
- Annual QIRS reviews for SPOEs and DMH
- Annual review of IFSP timelines for SPOEs and DMH service coordinators (as required by the SPP and SPOE contracts) and Corrective Action Plans, if non-compliance is identified. Also, review of other SPP 100% indicators that must be reviewed and reported annually (timely services, C to B transition)
- Parent surveys
- Possibly parent and provider focus groups
- Cyclical compliance monitoring review of SPOEs and DMH

### Update on compliance monitoring reviews

Theresa Villmer is working on following up on any non-compliance that has still not been corrected for DMH, independent service coordinators from the previous system, and providers.

Plans for future monitoring have not been finalized, but discussion has centered around the following plan:

- SPOES would be placed on a schedule to receive a focused review every other years. (5 SPOEs per year and this would include the DMH offices that cover the SPOE region)
- DESE will determine core compliance indicators that will need to be reviewed for each SPOE and DMH.

- In addition, the review will be individualized to target specific areas identified through concerns from the QIRS review, not meeting performance targets in the SPP, concerns identified during data reviews, including results of child complaints or due process, persistent non-compliance in a particular area etc.
- Reviews will be done through desk review as much as possible, but may require an on-site visit, depending on the required elements involved (interviews, focus groups, extensive file review on areas not included in the data system)
- Corrective Actions Plans will be developed to address any findings of non-compliance, and evidence of correction of non-compliance must be provided within 12 months of the written notification of that non-compliance.
- Leader Services is assisting DESE with development of a data base to help track general supervision activities in Part B and C, and we should begin working on Part C soon.

Provider monitoring is accomplished through a variety of methods such as:

- Explanation of Benefits (EOB) is sent to parents, and they are able to review the billing records – they may report any problems, and DESE would determine if any actions are required regarding the provider's potentially inappropriate billing.
- System of establishing Evaluation Teams helps ensure appropriate and timely evaluations.
- Family surveys help identify possible problems.
- SPOEs maintain files that can be provided to families to assist them in selecting providers that will meet their child and family's needs.
- Service Coordinator training needs to focus on the importance of regular contacts with families, and when potential problems involving providers are identified – strategies for resolving those problems promptly.
- Review trends in due process and child complaints to target possible problems
- Increase communication with providers to improve services and compliance.
- Part of cyclical SPOE review may involve interviews to determine possible problems – issues and specific providers may be identified for monitoring in areas such as provision of services in accordance with the IFSP or submission of progress reports in a timely fashion.